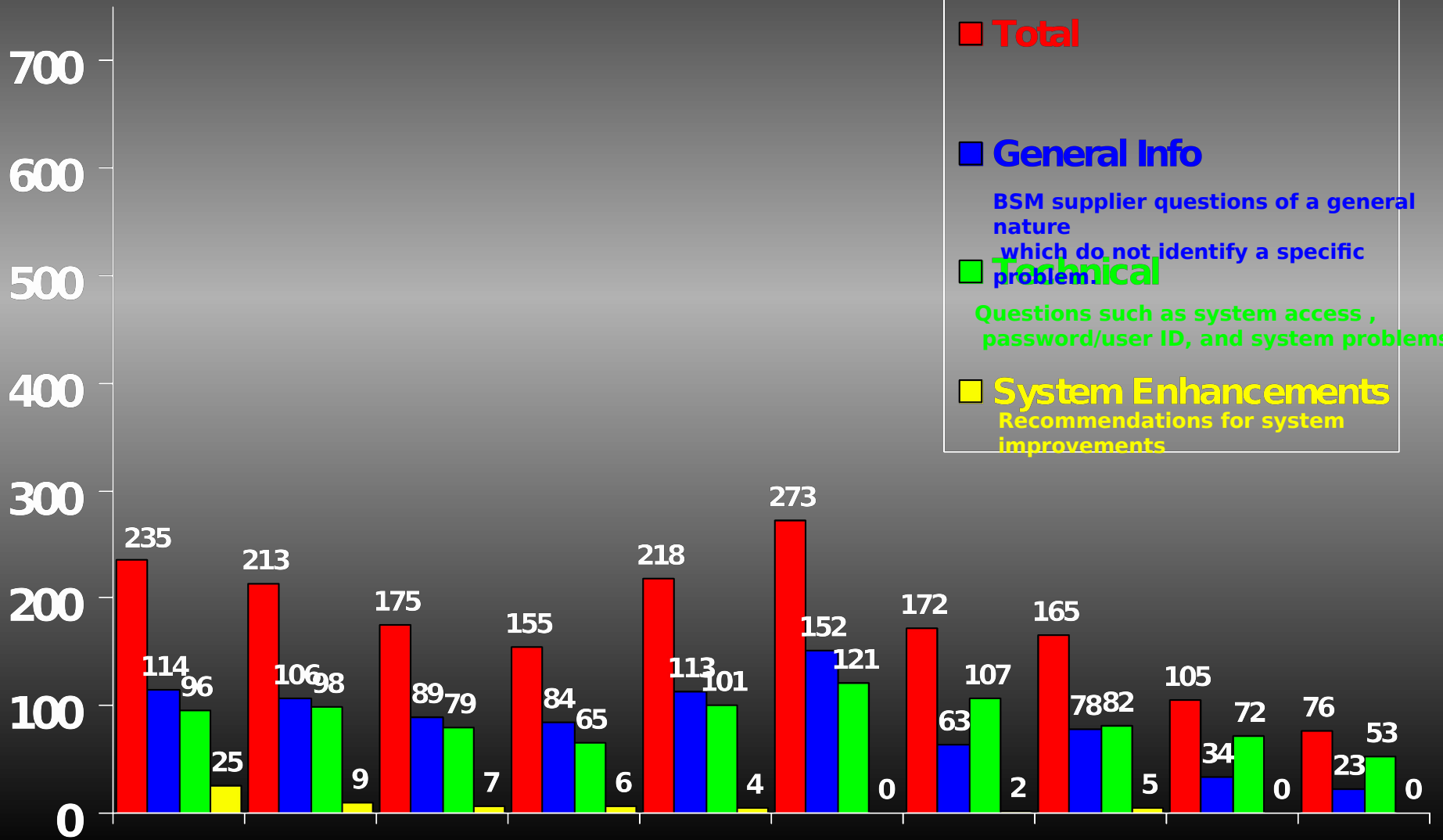




SRweb RELATED CONTACTS

As of 14 Aug 03



Total

General Info
BSM supplier questions of a general nature which do not identify a specific problem

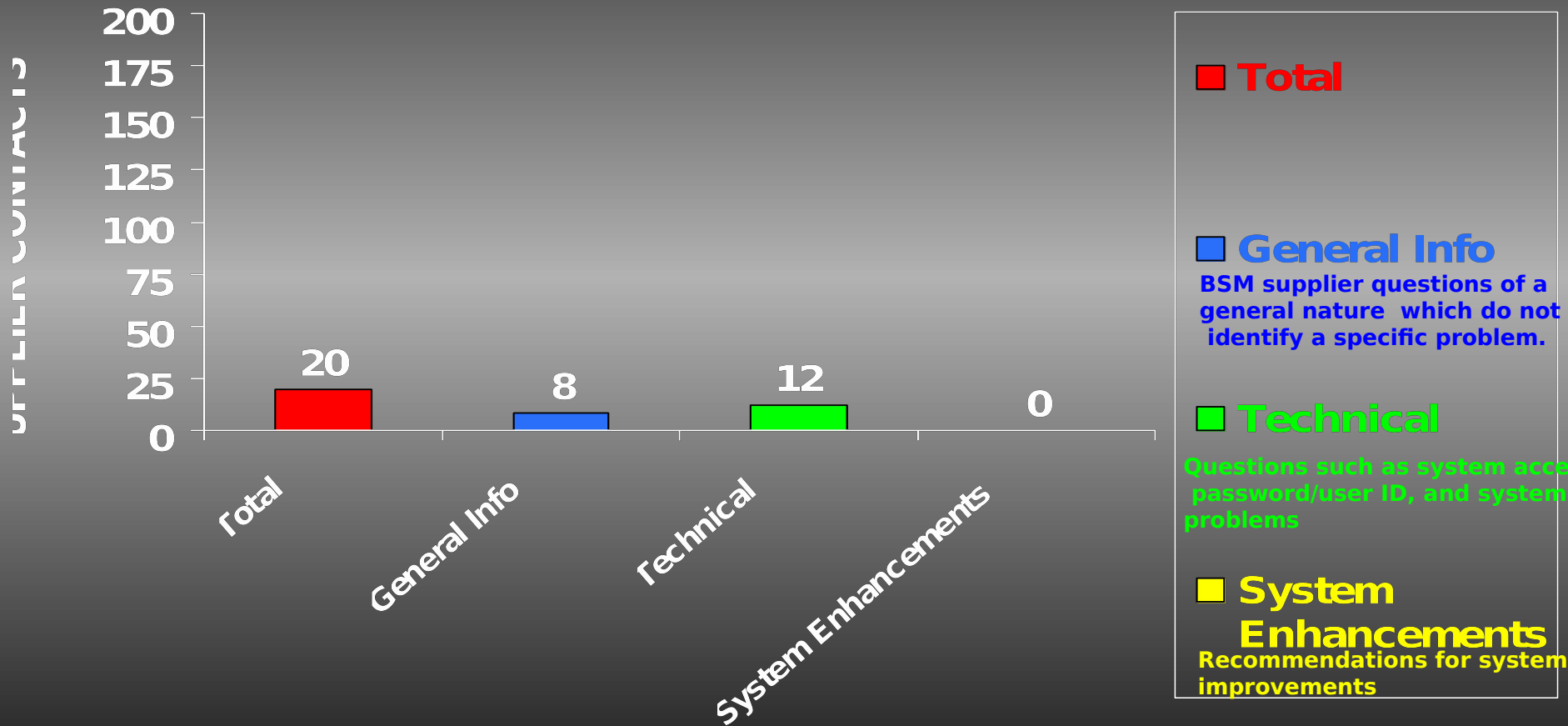
Technical
Questions such as system access, password/user ID, and system problems

System Enhancements
Recommendations for system improvements



SRweb RELATED CONTACTS

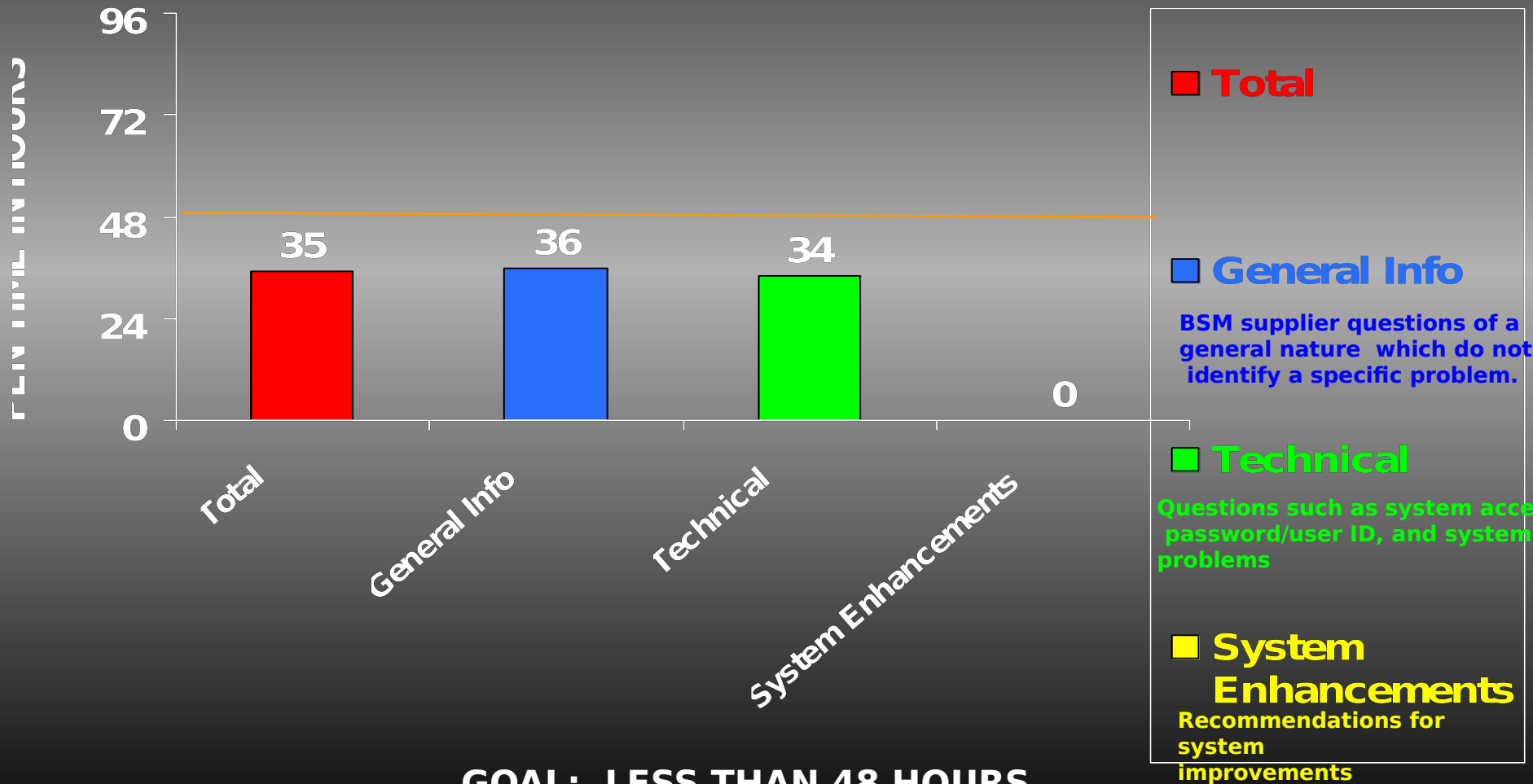
WEEK OF 7 - 14 Aug 03





SRweb ISSUES

Average Resolution Time
7 - 14 Aug 03

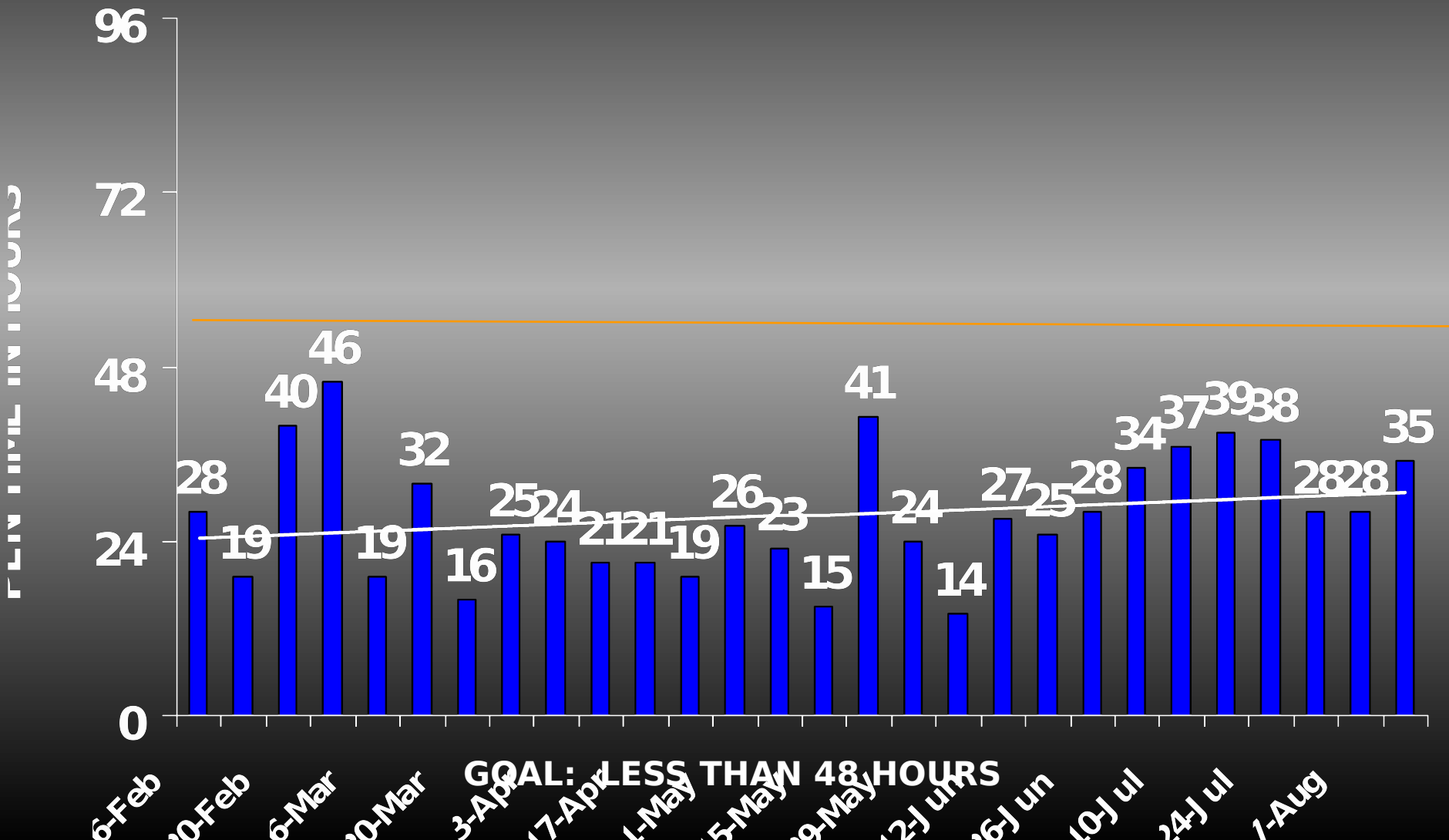


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 14 Aug 03

